



Communication Access, Training And Technology Services

Massachusetts Commission for the Deaf and Hard of Hearing

MCDHH is the primary state agency offering services to Deaf, Late Deafened, and Hard of Hearing Citizens in the Commonwealth of Massachusetts. The Department of Communication Access, Training and Technology Services (**CATTS**) is one of MCDHH's three legally mandated service departments.

Our Staff Are:

- Deaf, hard of hearing, late deafened and hearing professionals.
- Experienced in communication access issues facing Deaf, hard of hearing and late deafened people.
- Knowledgeable in the nondiscrimination and communication access aspects of state and federal laws and statutes
- Experienced presenters, trainers and evaluators who can help any state, public or private entity improve communication access in their facilities and programs, and be compliant with the ADA and other similar laws.
- Are fluent in American Sign Language and English.

All presentations, trainings, exhibits, technical assistance and materials are provided free of charge.

What Does the CATTS Department Do?

- Provide presentations and trainings on communication access compliance to requesting entities, such as police departments, hospitals, emergency service providers, state agencies, human service professionals and more.
- Provide informational exhibits with free materials and literature to raise awareness of hearing loss and available services.
- Provide technical assistance on accessibility, and on successful incorporation of assistive listening devices and environmental alerting systems.
- Research, compile and produce informational materials for distribution to the public in electronic and print formats.
- Respond to general requests from members of the public via telephone, e-mail, fax and regular mail.
- Serve as an alternate avenue of dispute resolution by providing sensitivity trainings, communication access trainings and technical assistance as a means of heading off costly litigation
- Maintains calendar of accessible events promoted through website, produces e-mail newsletter, public service announcements, and outreach materials promoting awareness of hearing loss and available services

Who Can Benefit from Communication Access Compliance Trainings?

- Police and law enforcement agencies, firefighters and other public safety officials
- Hospitals, medical offices, clinics, physicians, emergency medical services
- State and municipal government agencies, programs and services
- Hotels, theaters, museums, libraries and other places of public accommodation
- Educational and rehabilitative facilities
- Councils on Aging, Senior Citizens Centers, Elder Care providers.

Relevance of Communication Access Compliance Trainings and Technical Assistance

There are approximately half a million persons with hearing loss living in the Commonwealth. Under federal and state laws, this sizeable population is protected from discrimination and must be provided with reasonable accommodation to enable equal access to a wide range of facilities, programs and services. Very few of the entities covered by these laws know how to do this, which service or technological solutions are available, or where to find them. As a result, many entities are in technical and factual violation of federal and state law and could be held responsible, without even being aware of it.

CATTS staff can help you to understand how to create a communication-accessible environment, regardless of the nature of your program or service. We also gladly provide case specific information and referral offering solutions to individuals calling with general questions about deafness or hearing loss. While we do not provide legal advice, we can refer you to appropriate legal resources if necessary.

If you are interested in learning more about Communication Access, Training and Technology Services, please contact us directly and your request will be forwarded to the appropriate staff member to assist you:

Website: www.mass.gov/mcdhh

E-Mail: MCDHH.Office@state.ma.us

Make A Training Request Online: <http://www.mass.gov/mcdhh/REQUEST1.HTM>

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